

QUALITY INDICATORS

for

Center-based / Family Child Care Programs

**City of Milpitas Planning and Neighborhood Services Department
(408) 586-3279**

TEACHERS/ CARE PROVIDERS:

- They seem to genuinely enjoy children
- They greet the children when they arrive
- They are responsive and supportive in meeting the children's needs
- They are trained and experienced in early childhood development
- The children enjoy being with their teachers / care providers

ENVIRONMENT:

- The atmosphere is bright and pleasant
- There is a fenced-in outdoor play area with a variety of safe equipment
- There is enough space for the children in each play or rest area
- The place is clean and orderly
- Play items are within children's reach

ACTIVITIES:

- There is a balanced daily schedule of active and quiet play
- Children can take part in a variety of activities appropriate for their age
- There are enough books, toys , and games for all the children

BEHAVIOR POLICY:

- There are clearly defined behavior policies and you agree with them
- Children are helped to learn appropriate ways of getting what they want
- Children are allowed time to solve their problems and learn at their pace

EDUCATIONAL PHILOSOPHY:

- Staff can describe how they facilitate children's development
- The values staff model are ones you want your child to learn
- Staff expectations are appropriate to children's developmental abilities
- Children to staff ratios are low enough to facilitate learning processes

PARENTAL INVOLVEMENT:

- Parents are welcomed to visit anytime their children are in care
- There are enough opportunities to speak with teachers / care providers
- Parents' ideas are welcomed
- Parents get informed of daily activities or events and child's progress
- Parents are encouraged to be involved with the program

MEALS:

- Healthy and nutritious snacks and / or meals are provided
- Staff discuss nutrition concepts with parents and children
- Snack / meal times are pleasant, socializing events

PAYMENT GUIDELINES & HOURS:

- Hours for drop-off and pick-up are clearly defined
- Rates are defined and parents are notified of any upcoming changes
- Late fees are clarified in advance

CONTRACTS:

- Teachers / Care Providers provide contracts or guidelines for parents
- Illness / sick care policies are clearly defined
- Resources for parents are included in parent packet
- Vacations and holidays are listed
- A description of the daily routine / schedule is included

COMMUNICATION:

- Children are encouraged to express their feelings verbally
- Teachers / Care Providers demonstrate strong listening skills
- Communication with parents is supportive and informative
- Staff talk at eye level with children
- Children's feelings are acknowledged verbally or with physical gestures
- Infants / toddlers are allowed to babble without interruption

HEALTH & SAFETY CONCERNS:

- Children are properly supervised at all times
- Hygiene practices are modeled by staff on a consistent basis
- Group size and age groupings are acceptable
- Emergency plans are documented
- Staff has current CPR and First Aid certificates
- Staff observes licensing regulations at all times

GENERAL IMPRESSION:

- Do you like the kind and the amount of attention the children receive?
- Is this a place where you and your child can enjoy learning?
- Will your child be happy here?